

Aviation International News

FBO SURVEY

2007

20TH ANNUAL FBO SURVEY

COVERING
NORTH, SOUTH &
CENTRAL AMERICA PLUS
U.S. TERRITORIES
AND THE CARIBBEAN

This insert, designed for easy removal from the April issue to carry along in the cockpit, presents the results of the **AIN** 2007 Survey of FBOs in the Americas (U.S., Canada, Mexico, Central and South America, and the Caribbean). There are 263 FBOs in this insert that qualified for listing by receiving at least 40 evaluations from **AIN** readers; non-U.S. FBOs needed at least 25 evaluations to be included. FBOs that received overall average ratings of 8.0 or higher are identified with a ★ and their overall average is highlighted. The survey data gathering and analysis was conducted by research firm Forecast International of Newtown, Conn.

—M.T.



I N S I D E

Top Five FBOs

- 1 Wilson Air Center
Memphis
- 2 AirFlite
Long Beach
- 3 Million Air/Pentastar Aviation
Pontiac, Mich.
- 4 Enterprise Air Center
Houston
- 5 Million Air
Minneapolis/St. Paul

FBOSURVEY

2007

★ Indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
ALABAMA							
Birmingham	Birmingham Int'l (BHM)	JetSouth	7.76	7.09	7.16	7.11	7.28
	Birmingham Int'l (BHM)	Mercury Air Center	6.85	6.27	6.48	6.42	6.51
Huntsville	Huntsville Int'l-Carl T. Jones Field (HSV)	Signature Flight Support	6.71	6.60	6.50	6.69	6.63
ALASKA							
Anchorage	Ted Stevens Anchorage Int'l (ANC)	Million Air ★	8.73	7.52	8.06	7.69	8.00
	Ted Stevens Anchorage Int'l (ANC)	Signature Flight Support	8.31	7.61	7.67	7.82	7.86
ARIZONA							
Phoenix	Sky Harbor Int'l (PHX)	Cutter Aviation	7.94	7.69	7.52	7.82	7.74
	Sky Harbor Int'l (PHX)	Swift Aviation Services ★	8.11	8.37	8.35	8.65	8.37
Scottsdale	Scottsdale Municipal (SDL)	Corporate Jets/Landmark Av. ★	8.40	7.96	8.21	8.33	8.22
	Scottsdale Municipal (SDL)	Scottsdale Air Center ★	8.50	8.50	8.55	8.78	8.58
Tucson	Tucson Int'l (TUS)	Atlantic Aviation	8.08	7.51	7.63	7.57	7.70
	Tucson Int'l (TUS)	Tucson Executive Terminal	6.92	6.22	6.20	6.47	6.45
ARKANSAS							
Fayetteville	Northwest Arkansas Regional (XNA)	Regional Jet Center ★	8.04	8.56	8.31	8.78	8.42
Little Rock	Adams Field (LIT)	Central Flying Service	7.21	7.00	7.07	7.01	7.07
Rogers	Rogers Municipal/Carter Field (ROG)	Beaver Lake Aviation ★	7.93	8.09	8.27	8.41	8.17
CALIFORNIA							
Bermuda Dunes	Bermuda Dunes (UDD)	Bermuda Dunes Airport	6.52	4.73	5.05	4.89	5.30
Burbank	Bob Hope (BUR)	Mercury Air Centers	6.94	7.55	7.27	7.81	7.39
	Bob Hope (BUR)	Million Air	7.84	7.94	7.92	8.17	7.97
Carlsbad	McClellan-Palomar (CRQ)	Jet Source ★	8.10	8.08	8.07	8.51	8.19
	McClellan-Palomar (CRQ)	Western Flight	7.83	6.17	6.80	6.22	6.76
Long Beach	Daugherty Field (LGB)	AirFlite ★	8.67	8.79	8.64	9.15	8.81
Los Angeles	Los Angeles Int'l (LAX)	Landmark Aviation	7.71	6.58	6.76	6.70	6.94
	Los Angeles Int'l (LAX)	Mercury Air Center	7.06	6.00	6.30	5.99	6.34
Monterey	Monterey Peninsula (MRY)	Million Air ★	8.35	8.28	8.04	8.37	8.26
	Monterey Peninsula (MRY)	Monterey Jet Center ★	8.61	8.36	8.38	8.59	8.48
Napa	Napa County (APC)	Bridgford Flying Service	6.90	6.10	6.33	6.06	6.35
Oakland	Metropolitan Oakland Int'l (OAK)	Business Jet Center ★	8.43	8.45	8.28	8.63	8.45
	Metropolitan Oakland Int'l (OAK)	KaiserAir Jet Center	7.71	7.03	7.25	7.10	7.27
Palm Springs	Jacqueline Cochran Regional (TRM)	Signature Flight Support	6.36	5.70	5.86	5.77	5.93
	Palm Springs Int'l (PSP)	Atlantic Aviation	7.91	7.68	7.65	7.79	7.76
	Palm Springs Int'l (PSP)	Signature Flight Support	6.50	5.98	6.14	5.96	6.15
Sacramento	Mather Field (MHR)	Trajen FBO/Atlantic Aviation	7.09	6.85	6.75	6.92	6.91
	Sacramento Executive (SAC)	Sacramento Jet Center	6.95	6.30	6.85	6.20	6.58
San Diego	Lindbergh Field (SAN)	Jimsair Aviation Services	6.04	5.19	5.23	4.91	5.34
San Francisco	San Francisco Int'l (SFO)	Signature Flight Support	6.79	7.16	7.10	7.41	7.12
San Jose	Norman Mineta San Jose Int'l (SJC)	ACM Aviation	8.24	7.34	7.53	7.35	7.62
	Norman Mineta San Jose Int'l (SJC)	San Jose Jet Center	7.82	7.85	7.82	8.09	7.90
Santa Ana	John Wayne/Orange County (SNA)	Atlantic Aviation	7.76	7.45	7.72	7.72	7.66
	John Wayne/Orange County (SNA)	Signature Flight Support	7.43	7.30	7.38	7.50	7.40
Santa Barbara	Santa Barbara Municipal (SBA)	Mercury Air Center	6.31	5.04	5.15	4.88	5.34
	Santa Barbara Municipal (SBA)	Signature Flight Support	6.83	5.96	6.40	5.76	6.24
Santa Monica	Santa Monica Municipal (SMO)	Supermarine	7.10	6.67	6.60	6.59	6.74
Van Nuys	Van Nuys (VNY)	Clay Lacy Aviation	7.73	7.15	7.35	7.03	7.31
	Van Nuys (VNY)	Million Air	6.65	5.88	6.11	5.82	6.11
	Van Nuys (VNY)	Raytheon Aircraft Services	7.39	7.40	7.37	7.64	7.45
	Van Nuys (VNY)	Skytrails Aviation	7.98	7.02	7.50	7.13	7.41
COLORADO							
Aspen	Pitkin County/Sardy Field (ASE)	Atlantic Aviation	7.89	7.70	7.19	7.81	7.65

★ Indicates FBOs with overall average ratings of 8.0 or higher.

COLORADO (cont.)			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Colorado Springs	Colorado Springs Municipal (COS)	Colorado jetCenter	7.76	6.83	6.96	6.82	7.09
Denver	Centennial (APA)	Denver jetCenter ★	8.53	8.31	8.33	8.45	8.40
	Centennial (APA)	Signature Flight Support	7.54	7.92	7.92	8.19	7.89
	Centennial (APA)	TAC Air	7.94	7.71	7.80	8.02	7.87
	Denver Int'l (DEN)	Signature Flight Support	7.50	7.66	7.47	8.03	7.66
	Jeffco (BJC)	Denver Air Center	7.95	7.78	7.56	7.89	7.79
	Jeffco (BJC)	Stevens Aviation	7.58	6.41	6.65	6.55	6.80
Eagle	Eagle County Regional (EGE)	Vail Valley Jet Center ★	8.09	8.40	8.13	8.63	8.31
Grand Junction	Walker Field (GJT)	West Star Aviation	8.34	7.78	7.74	8.01	7.97
Pueblo	Pueblo Memorial (PUB)	Flower Aviation	8.49	6.76	7.33	6.81	7.35
Rifle	Garfield County Regional (RIL)	Rifle Jet Center	7.72	6.64	7.00	6.72	7.02

CONNECTICUT

Bridgeport	Igor I. Sikorsky Memorial	Atlantic Aviation	7.17	5.83	6.23	5.74	6.25
Windsor Locks	Bradley Int'l (BDL)	Signature Flight Support	7.70	7.88	7.80	8.16	7.88
	Bradley Int'l (BDL)	TAC Air	7.77	7.64	7.45	7.62	7.62

FLORIDA

Boca Raton	Boca Raton (BCT)	Avitat Boca Raton ★	8.44	8.77	8.68	8.80	8.67
	Boca Raton (BCT)	Boca Aviation	8.10	7.66	7.76	7.79	7.82
Daytona Beach	Daytona Beach Int'l (DAB)	SheltAir Aviation Services	7.25	7.31	7.30	7.54	7.35
Destin	Destin-Fort Walton Beach (DTS)	Miracle Strip Aviation	6.32	5.74	5.59	5.95	5.90
Fort Lauderdale	Fort Lauderdale Executive (FXE)	Banyan Air Services	8.24	7.64	7.77	7.98	7.91
	Fort Lauderdale Executive (FXE)	Executive Jet Center	7.99	7.71	7.47	7.89	7.76
	Fort Lauderdale/Hollywood Int'l (FLL)	National Jets ★	8.82	8.16	8.37	8.28	8.41
	Fort Lauderdale/Hollywood Int'l (FLL)	SheltAir Aviation Services ★	7.92	7.96	7.93	8.24	8.01
	Fort Lauderdale/Hollywood Int'l (FLL)	Signature Flight Support	7.43	7.34	7.15	7.41	7.33
Fort Myers	Page Field (FMY)	The Aviation Center	7.86	6.76	7.20	7.06	7.22
	Southwest Florida Int'l (RSW)	PrivateSky Aviation	7.61	7.58	7.33	7.68	7.55
Jacksonville	Jacksonville Int'l (JAX)	SheltAir Aviation Services ★	7.81	8.16	8.13	8.55	8.16
	Jacksonville Int'l (JAX)	Signature Flight Support	6.63	7.06	6.93	7.39	7.00
Key West	Key West Int'l (EYW)	Island City Flying Service	6.23	4.53	4.73	4.07	4.89
Kissimmee	Kissimmee Gateway (ISM)	Marathon Flight Services ★	8.43	7.96	8.12	8.19	8.18
Miami	Miami Int'l (MIA)	Signature Flight Support	6.54	6.83	6.68	7.05	6.78
Naples	Naples Municipal (APF)	Naples Airport Authority	6.51	6.09	6.10	6.26	6.24
Opa Locka	Opa Locka (OPF)	Miami Executive Aviation	6.83	6.62	6.66	6.89	6.75
Orlando	Orlando Executive (ORL)	SheltAir Aviation Services	7.21	7.25	7.37	7.71	7.38
	Orlando Executive (ORL)	Showalter Flying Service ★	8.49	8.06	8.17	8.16	8.22
	Orlando Int'l (MCO)	Galaxy Aviation	7.65	7.05	7.37	6.95	7.26
	Orlando Int'l (MCO)	Signature Flight Support	7.22	7.13	7.26	7.36	7.24
Pensacola	Pensacola Regional (PNS)	Pensacola Aviation	6.83	6.61	6.61	6.95	6.75
Sarasota	Bradenton Airport (SRQ)	Dolphin Aviation	6.38	6.05	5.80	5.69	5.98
St. Augustine	St. Augustine (SGJ)	Galaxy Aviation	8.00	7.14	7.21	7.21	7.39
Stuart	Witham Field (SUA)	Galaxy Aviation	8.50	7.43	7.87	7.59	7.85
	Witham Field (SUA)	Stuart Jet Center ★	8.45	8.17	8.11	8.20	8.24
Tallahassee	Tallahassee Regional (TLH)	Flightline Group	7.51	7.17	7.24	7.34	7.32
Tampa	Tampa Int'l (TPA)	Raytheon Aircraft Services	7.91	7.83	7.91	8.04	7.92
	Tampa Int'l (TPA)	Tampa Int'l Jet Center ★	8.19	8.36	8.36	8.66	8.39
West Palm Beach	Palm Beach Int'l (PBI)	Galaxy Aviation	7.82	7.68	7.71	7.82	7.76
	Palm Beach Int'l (PBI)	Jet Aviation ★	8.61	8.36	8.37	8.45	8.45
	Palm Beach Int'l (PBI)	Signature Flight Support	7.55	7.26	7.38	7.58	7.44

GEORGIA

Atlanta	DeKalb-Peachtree (PDK)	Epps Aviation	8.11	7.47	7.46	7.25	7.57
---------	------------------------	---------------	------	------	------	------	------

FBOSURVEY

2007

★ Indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
GEORGIA (cont.)							
Atlanta	DeKalb-Peachtree (PDK)	Mercury Air Center	7.41	7.07	7.07	6.96	7.13
	DeKalb-Peachtree (PDK)	Signature Flight Support	7.52	7.49	7.41	7.75	7.54
	Fulton County-Brown Field (FTY)	Hill Aircraft	7.86	7.18	7.62	7.37	7.51
	Fulton County-Brown Field (FTY)	Raytheon Aircraft Services	7.67	7.38	7.40	7.63	7.52
	Hartsfield-Jackson Atlanta Int'l (ATL)	Mercury Air Center	6.96	6.09	6.04	5.80	6.22
Augusta	Augusta Regional at Bush Field (AGS)	Augusta Airport Aviation Services	7.05	6.53	6.22	6.34	6.54
Savannah	Savannah/Hilton Head Int'l (SAV)	Signature Flight Support	6.09	6.49	6.23	6.49	6.33
HAWAII							
Honolulu	Honolulu Int'l (HNL)	Air Service Hawaii ★	8.74	7.65	8.24	7.64	8.07
Kahului	Kahului (PHOG)	Air Service Hawaii ★	9.00	7.59	8.30	7.36	8.07
Kailua-Kona	Kona Int'l (PHKO)	Air Service Hawaii	8.83	5.93	6.88	5.29	6.75
IDAHO							
Hailey	Friedman Memorial (SUN)	Sun Valley Aviation ★	8.08	7.96	7.85	8.10	8.00
ILLINOIS							
Cahokia	St. Louis Downtown (CPS)	Jet Aviation St. Louis	7.49	7.49	7.55	7.69	7.56
Chicago	Chicago Executive (PWK)	Atlantic Aviation	7.37	7.62	7.46	7.78	7.56
	Chicago Executive (PWK)	Signature Flight Support	7.25	7.24	7.15	7.40	7.26
	Chicago Midway Int'l (MDW)	Atlantic Aviation	8.37	7.81	7.94	7.83	7.99
	Chicago Midway Int'l (MDW)	Million Air	7.11	5.92	6.36	5.63	6.26
	Chicago Midway Int'l (MDW)	Signature Flight Support	6.99	6.77	6.88	6.82	6.87
	DuPage (DPA)	DuPage Flight Center	7.41	7.88	7.83	8.39	7.88
	O'Hare Int'l (ORD)	Signature Flight Support	6.46	6.75	6.74	7.20	6.79
Moline	Quad City Int'l (MLI)	Elliott Aviation	8.00	7.60	7.70	7.88	7.80
Waukegan	Waukegan Regional (UGN)	DB Aviation	8.25	7.86	7.80	7.89	7.95
INDIANA							
Indianapolis	Indianapolis Int'l (IND)	Raytheon Aircraft Services	7.28	5.89	6.48	5.93	6.40
	Indianapolis Int'l (IND)	Signature Flight Support	7.06	7.23	7.33	7.43	7.26
South Bend	South Bend Regional (SBN)	Corporate Wings	7.75	7.83	7.77	8.02	7.84
IOWA							
Des Moines	Des Moines Int'l (DSM)	Elliott Aviation	7.76	6.82	6.88	6.69	7.04
KANSAS							
Salina	Salina Municipal (SLN)	Flower Aviation ★	8.94	7.66	7.88	7.74	8.06
KENTUCKY							
Lexington	Blue Grass (LEX)	TAC Air	7.69	7.41	7.34	7.64	7.52
Louisville	Louisville Int'l-Standiford Field (SDF)	Atlantic Aviation	6.95	7.53	7.47	7.80	7.43
LOUISIANA							
Baton Rouge	Baton Rouge Metropolitan (BTR)	Louisiana Aircraft	7.33	6.85	6.98	6.81	6.99
New Orleans	Lakefront (NEW)	Million Air	8.17	7.10	7.10	6.67	7.26
	Louis Armstrong New Orleans Int'l (MSY)	Atlantic Aviation	7.68	7.43	7.40	7.68	7.55
Shreveport	Shreveport Regional (SHV)	TAC Air	7.67	7.17	7.19	7.14	7.29
MAINE							
Bangor	Bangor Int'l (BGR)	Bangor Aviation Services	7.46	6.18	6.75	5.86	6.57
Portland	Portland Int'l Jetport (PVM)	Northeast Airmotive	6.06	5.25	5.44	5.15	5.47
MARYLAND							
Baltimore	Baltimore/Wash. Int'l/Thurgood Marshall (BWI)	Signature Flight Support	6.44	6.80	6.78	7.15	6.79
MASSACHUSETTS							
Bedford	Hanscom Field (BED)	Jet Aviation	7.54	7.03	6.99	7.08	7.16
	Hanscom Field (BED)	Signature Flight Support	6.96	6.49	6.61	6.61	6.67
Boston	Logan Int'l (BOS)	Signature Flight Support	5.86	4.82	5.02	4.66	5.09
MICHIGAN							
Battle Creek	W.K. Kellogg (BTL)	Duncan Aviation ★	8.11	8.14	7.86	8.43	8.14

MICHIGAN (cont.)

Detroit	Detroit City (DET)	Signature Flight Support	4.78	4.11	4.09	3.88	4.22
	Detroit Metropolitan Wayne County (DTW)	ASIG	7.00	6.29	6.49	6.22	6.50
Grand Rapids	Gerald R. Ford Int'l (GRR)	Northern Air	7.28	6.02	6.30	5.98	6.40
Pontiac	Oakland County Int'l (PTK)	Million Air (Pentastar Aviation) ★	8.68	8.76	8.69	8.88	8.76

MINNESOTA

Minneapolis	Minn./St. Paul Int'l (MSP)	Signature Flight Support	7.37	7.74	7.67	8.04	7.70
	St. Paul Downtown-Holman Field (STP)	Million Air ★	8.78	8.60	8.69	8.67	8.68
Rochester	Rochester Int'l (RST)	Regent Aviation	8.04	7.92	7.90	8.06	7.98

MISSISSIPPI

Jackson	Jackson-Evers Int'l (JAN)	Mercury Air Center	5.18	5.35	5.39	5.37	5.32
---------	---------------------------	--------------------	------	------	------	------	------

MISSOURI

Kansas City	Charles B. Wheeler Downtown (MKC)	Executive Beechcraft	7.91	7.36	7.21	7.23	7.43
	Kansas City Int'l (MCI)	Executive Beechcraft	7.13	6.47	6.30	6.43	6.59
St. Louis	Lambert-St. Louis Int'l (STL)	Signature Flight Support	7.44	7.18	7.10	7.42	7.29

MONTANA

Bozeman	Gallatin Field (BZN)	Yellowstone Jet Center ★	8.17	8.24	8.14	8.42	8.24
Kalispell	Glacier Park Int'l (GPI)	Edwards Jet Center	7.35	6.65	6.49	7.07	6.89

NEBRASKA

Lincoln	Lincoln Municipal (LNK)	Duncan Aviation	8.34	7.51	7.79	7.77	7.85
Omaha	Eppley Airfield (OMA)	TAC Air	7.87	7.56	7.42	7.70	7.64

NEVADA

Las Vegas	McCarran Int'l (LAS)	Atlantic Aviation	7.34	7.26	7.26	7.49	7.34
	McCarran Int'l (LAS)	Signature Flight Support	7.18	7.12	7.08	7.52	7.23
Reno	Reno/Tahoe Int'l (RNO)	Jet West	8.22	6.76	6.95	6.71	7.16

NEW JERSEY

Atlantic City	Atlantic City Int'l (ACY)	Midlantic Jet Aviation	7.26	6.53	6.77	6.63	6.80
Morristown	Morristown Municipal (MMU)	Signature Flight Support	6.92	7.36	7.15	7.54	7.24
Newark	Newark Liberty Int'l (EVR)	Signature Flight Support	7.16	6.65	6.79	6.67	6.82
Teterboro	Teterboro (TEB)	Atlantic Aviation	7.49	7.08	7.14	6.97	7.17
	Teterboro (TEB)	First Aviation Services	6.13	5.23	5.16	4.88	5.35
	Teterboro (TEB)	Jet Aviation ★	7.96	8.32	8.29	8.68	8.31
	Teterboro (TEB)	Meridian Teterboro ★	7.91	8.44	8.53	8.91	8.45
	Teterboro (TEB)	Signature Flight Support	7.01	7.00	6.97	7.18	7.04
Trenton	Trenton Mercer County (TTN)	Ronson Aviation	6.33	5.37	5.64	5.27	5.66

NEW MEXICO

Albuquerque	Albuquerque Int'l (ABQ)	Cutter Aviation	7.58	7.11	6.89	6.98	7.14
-------------	-------------------------	-----------------	------	------	------	------	------

NEW YORK

Albany	Albany Int'l (ALB)	Million Air	7.81	7.67	7.67	7.73	7.72
Buffalo	Buffalo Niagara Int'l (BUF)	Prior Aviation	6.83	6.13	5.93	5.95	6.21
Farmingdale	Republic (FRG)	Atlantic Aviation	7.25	7.23	7.28	7.37	7.28
New York City	John F. Kennedy Int'l (JFK)	General Aviation Terminal	4.98	3.90	3.82	4.08	4.20
	La Guardia (LGA)	SheltAir Aviation Services	6.41	5.95	6.14	5.82	6.08
White Plains	Westchester County (HPN)	Avitat Westchester	8.26	7.33	7.38	7.26	7.56
	Westchester County (HPN)	Landmark Aviation	7.33	6.28	6.58	5.95	6.53
	Westchester County (HPN)	Panorama Flight Service	7.79	7.08	7.30	6.97	7.29
	Westchester County (HPN)	Signature Flight Support	6.45	6.06	6.15	5.97	6.15

NORTH CAROLINA

Asheville	Asheville Regional (AVL)	Million Air	7.28	7.00	7.01	7.07	7.09
Charlotte	Douglas Int'l (CLT)	Wilson Air Center ★	8.37	7.87	7.98	7.96	8.04
Concord	Concord Regional Airport (JOF)	Concord Regional Airport	6.61	6.68	6.41	6.59	6.57
Greensboro	Piedmont Triad Int'l (GSO)	Atlantic Aero	7.88	7.12	7.20	7.12	7.33

FBOSURVEY

2007

★ Indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
NORTH CAROLINA (cont.)							
Raleigh-Durham	Raleigh-Durham Int'l (RDU)	Landmark Aviation	7.59	7.53	7.72	8.01	7.71
	Raleigh-Durham Int'l (RDU)	Southern Jet ★	8.14	7.91	7.88	8.26	8.05
Wilmington	Wilmington Int'l (ILM)	Air Wilmington	7.66	6.48	6.36	6.30	6.70
OHIO							
Akron	Akron Canton Regional (CAK)	McKinley Air ★	8.08	8.36	8.16	8.40	8.25
Cincinnati	Cincinnati Municipal-Lunken Field (LUK)	Million Air ★	8.29	8.06	8.08	8.00	8.11
Cleveland	Burke Lakefront (BKL)	Million Air	8.05	6.98	7.10	6.81	7.23
	Cleveland-Hopkins Int'l (CLE)	I-X Jet Center	7.45	7.89	7.68	7.80	7.71
Columbus	Port Columbus Int'l (CMH)	Lane Aviation ★	8.34	7.88	7.97	7.83	8.01
	Port Columbus Int'l (CMH)	Million Air ★	8.11	8.23	8.11	8.27	8.18
OREGON							
Portland	Portland Int'l (PDX)	Flightcraft	7.78	7.88	7.64	8.14	7.86
PENNSYLVANIA							
Philadelphia	Northeast Philadelphia (PNE)	Atlantic Aviation	7.17	7.08	7.02	6.95	7.05
	Philadelphia Int'l (PHL)	Atlantic Aviation	7.27	7.53	7.51	7.77	7.52
Pittsburgh	Allegheny County (AGC)	Corporate Air	7.93	7.57	7.50	7.80	7.70
	Pittsburgh Int'l (PIT)	Atlantic Aviation	7.58	7.88	7.99	8.22	7.92
SOUTH CAROLINA							
Charleston	Charleston Int'l (CHS)	Corporate Wings	6.63	7.00	6.77	7.28	6.92
Columbia	Columbia Metropolitan (CAE)	Eagle Aviation	7.36	7.12	7.11	7.11	7.18
Greer	Greenville/Spartanburg Int'l (GSP)	Stevens Aviation	7.24	6.53	6.67	6.53	6.74
Hilton Head	Hilton Head (HXD)	Carolina Air Center ★	8.44	7.98	7.95	8.02	8.10
TENNESSEE							
Bristol	Tri-Cities Regional (TRI)	Tri City Aviation	6.76	6.02	5.73	5.93	6.11
Chattanooga	Lovell Field (CHA)	TAC Air	7.40	6.80	6.71	6.89	6.95
Knoxville	McGhee Tyson (TYS)	TAC Air	7.52	7.38	7.19	7.66	7.44
Memphis	Memphis Int'l (MEM)	Wilson Air Center ★	9.06	8.94	8.88	9.04	8.98
	Memphis Int'l (MEM)	Signature Flight Support	6.96	7.20	7.02	7.39	7.14
Nashville	Nashville Int'l (BNA)	Mercury Air Center	7.46	7.21	7.10	7.11	7.22
	Nashville Int'l (BNA)	Signature Flight Support	7.65	7.42	7.38	7.50	7.49
TEXAS							
Amarillo	Rick Husband Amarillo Int'l (AMA)	TAC Air	7.48	6.82	6.85	6.65	6.95
Austin	Austin Bergstrom Int'l (AUS)	Atlantic Aviation	7.96	7.83	7.75	8.04	7.89
	Austin Bergstrom Int'l (AUS)	Signature Flight Support	6.78	7.10	6.93	7.53	7.08
Dallas	Addison (ADS)	Million Air ★	8.62	8.33	8.60	8.69	8.56
	Dallas-Fort Worth Int'l (DFW)	General Aviation Terminal	5.73	5.19	5.27	5.02	5.30
	Love Field (DAL)	Business Jet Center ★	8.62	8.61	8.43	8.88	8.63
	Love Field (DAL)	Jet Aviation	8.11	7.66	7.52	7.64	7.73
	Love Field (DAL)	Landmark Aviation	7.92	7.74	7.58	7.64	7.72
	Love Field (DAL)	Regal Aviation ★	8.69	8.37	8.48	8.48	8.50
	Love Field (DAL)	Signature Flight Support	7.36	7.17	7.15	7.45	7.28
El Paso	El Paso Int'l (ELP)	Cutter Aviation	8.18	7.70	7.64	7.73	7.81
Fort Worth	Meacham Int'l (FTW)	Texas Jet	8.39	7.85	7.93	7.79	7.99
Houston	Bush Intercontinental (IAH)	Atlantic Aviation	7.34	7.27	7.10	7.08	7.20
	Bush Intercontinental (IAH)	Landmark Aviation	7.51	6.60	6.64	6.38	6.78
	Hobby (HOU)	Atlantic Aviation ★	8.34	8.00	8.06	7.92	8.08
	Hobby (HOU)	Enterprise Air Center ★	8.91	8.55	8.55	8.87	8.72
	Hobby (HOU)	Million Air ★	8.44	8.13	8.25	8.50	8.33
	Hobby (HOU)	Raytheon Aircraft Service	7.69	7.27	7.53	7.34	7.46
Laredo	Laredo Int'l (LRD)	Aero Center ★	8.57	7.80	7.89	7.95	8.05
San Antonio	San Antonio Int'l (SAT)	Million Air	7.80	7.49	7.38	7.58	7.57

TEXAS (cont.)

San Antonio	San Antonio Int'l (SAT)	Raytheon Aircraft Services	8.23	7.51	7.55	7.55	7.71
Sugar Land	Sugar Land Regional (SGR)	City of Sugar Land ★	8.45	8.55	8.63	8.88	8.63

UTAH

Salt Lake City	Salt Lake City Int'l (SLC)	Million Air ★	8.11	8.29	8.35	8.69	8.36
	Salt Lake City Int'l (SLC)	Salt Lake Jet Center	8.02	7.28	7.20	7.26	7.44

VIRGINIA

Charlottesville	Charlottesville-Albemarle (CHO)	Landmark Aviation	6.58	6.62	6.49	6.56	6.56
Norfolk	Norfolk Int'l (ORF)	Landmark Aviation	6.85	6.77	6.75	6.56	6.73
Richmond	Richmond Int'l (RIC)	Million Air	7.79	7.06	7.03	7.02	7.23
Sterling (Dulles)	Washington Dulles Int'l (IAD)	Landmark Aviation	7.19	7.76	7.53	7.87	7.59
	Washington Dulles Int'l (IAD)	Signature Flight Support	7.53	8.10	7.83	8.27	7.93

WASHINGTON

Seattle	Boeing Field (BFI)	Clay Lacy Aviation	7.42	7.29	7.23	7.46	7.35
	Boeing Field (BFI)	Galvin Flying	8.31	7.24	7.60	7.26	7.60

WEST VIRGINIA

Charleston	Yeager (CRW)	Executive Air Terminal	7.13	6.51	6.56	6.34	6.64
------------	--------------	------------------------	------	------	------	------	------

WISCONSIN

Madison	Dane County Regional-Truax Field (MSN)	Wisconsin Aviation-Madison	7.71	7.84	7.71	7.96	7.81
Milwaukee	General Mitchell Int'l (MKE)	Signature Flight Support	6.29	6.17	6.22	6.57	6.31

WYOMING

Jackson Hole	Jackson Hole Airport (JAC)	Jackson Hole Aviation	7.63	7.17	7.20	7.53	7.38
--------------	----------------------------	-----------------------	------	------	------	------	------

CANADA

Calgary, Alberta	Calgary Int'l (CYYC)	Landmark Aviation	7.70	7.61	7.34	7.86	7.63
	Calgary Int'l (CYYC)	Skyservice	7.70	7.22	7.28	7.18	7.35
Gander, Newfoundland	Gander Int'l (CYQX)	Avitat Gander-Edward Burry	8.47	7.74	7.81	7.47	7.88
	Gander Int'l (CYQX)	Irving Aviation Services ★	9.27	8.22	8.56	8.14	8.55
Goose Bay, Newfoundland	Goose Bay (CYJR)	Irving Aviation Services ★	8.84	7.69	8.27	7.91	8.18
Montreal, Quebec	Pierre Trudeau Int'l (CYUL)	Aerocentre	7.77	7.39	7.55	7.45	7.54
	Pierre Trudeau Int'l (CYUL)	Skyservice	8.16	7.87	7.84	7.98	7.96
Ottawa, Ontario	MacDonald-Cartier Int'l (CYOW)	Avitat-Ottawa	8.38	7.72	7.81	7.72	7.91
Toronto, Ontario	Lester B. Pearson Int'l (CYYZ)	Landmark Aviation	7.67	7.40	7.21	7.48	7.44
	Lester B. Pearson Int'l (CYYZ)	Skyservice ★	8.63	8.56	8.48	8.74	8.60
Vancouver, B.C.	Vancouver Int'l (CYVR)	Avitat-Vancouver	8.14	7.94	7.88	7.79	7.94

MEXICO

Cancun	Cancun Int'l (MMUN)	Asur Cancun FBO	7.79	7.53	7.45	7.60	7.59
Puerta Vallarta	Lic Diaz Ordaz (MMPR)	Aerotron	7.38	6.51	6.38	6.06	6.59
San Jose del Cabo	Los Cabos Int'l (MMSD)	Aero Center	6.54	6.06	5.83	6.15	6.15
Toluca	Adolfo Lopez Mateos Int'l (MMTO)	Manny Aviation Services ★	8.62	8.32	8.32	8.35	8.40
	Adolfo Lopez Mateos Int'l (MMTO)	UVavemex ★	8.67	8.29	8.27	8.37	8.40

SOUTH AMERICA, CENTRAL AMERICA AND THE CARIBBEAN

Bridgetown, Barbados	Grantley Adams Int'l (TBPB)	IAM Jet Centre	8.08	6.56	7.04	6.96	7.17
Grand Cayman, Cayman	Owen Roberts Int'l (MWCN)	Island Air	6.51	5.28	5.50	5.05	5.59
La Romana, Dom. Republic	La Romana (MDLR)	Serv-Air	7.77	7.12	7.23	7.36	7.37
Nassau, Bahamas	Nassau Int'l (MYNN)	Million Air Nassau	7.91	7.50	7.48	7.57	7.62
	Nassau Int'l (MYNN)	Executive Flight Support	7.74	7.14	6.89	7.23	7.25
Providenciales, Turks & Caicos	Providenciales (MBPV)	Provo Air Center	6.84	5.92	5.69	5.82	6.07
San Jose, Costa Rica	Juan Santa Maria Int'l (MROC)	Air Dispatch Services	7.04	6.38	6.96	6.40	6.70
Santiago, Chile	Com. Arturo Merino Benitez Int'l (SCEL)	FBO Aerocardal	8.29	7.74	7.94	7.94	7.98
São Paulo, Brazil	Congonhas (SBSP)	Líder Signature	7.67	7.43	7.06	7.46	7.40
	Guarulhos Int'l (SBGR)	Líder Signature	7.24	6.35	6.77	6.32	6.67
St. Maarten	Princess Juliana Int'l (TNCM)	TLC Aviation	7.91	6.58	7.21	6.06	6.95
	Princess Juliana Int'l (TNCM)	Arrindell Aviation Services	6.31	4.92	5.46	4.49	5.29

SURVEY RULES AND METHODOLOGY

The 2007 **AIN** Survey of American FBOs is the 20th since **AIN** began surveying FBOs in 1981. As in past FBO surveys, **AIN** invited qualified readers to participate by filling out a questionnaire to evaluate FBOs that they visited during the previous year.

This year, for the first time, the survey was conducted entirely online; last year's survey was the last time that **AIN** sent paper ballots to participants. For this year's survey, **AIN** invited 11,662 subscribers—pilots, dispatchers and executives—to participate via an e-mail or fax message followed by a postcard reminder and two announcements in **AINalerts**. The survey was open to participants from January 2 to January 24.

Only those invited to participate in the **AIN** FBO Survey could access the Web site to fill out the ballot. Each invitee received a code to use when filling out the ballot, and that code could not be used by anyone else, thus preventing ballot-box stuffing and ensuring that only those invited to participate could post their opinions.

The format of the **AIN** FBO Survey has remained essentially the same since its inception. Readers are asked to rate FBOs that they frequent in four key categories: line service; passenger amenities; pilot amenities and services; and facilities. For each of the four categories, the survey participant can assign a number from one to 10, one being worst and 10 the highest rating. One change that took place starting with the 2006 FBO Survey is that the numbering system used to go from zero to nine and **AIN** used to publish the results in a color-coded format. With the new number rankings, **AIN** publishes the results in numerical form, with the averages for the four categories shown, then

the overall average for that FBO.

To arrive at the averages for the categories, each FBO's ratings for each of the four categories are added, and the resulting sum is divided by the number of responses received for that FBO. The overall average for that FBO is computed by adding the FBO's scores for each category and dividing that sum by the total number of responses received in all four categories.

From the 11,662 **AIN** readers invited to complete the 2007 FBO Survey, **AIN** received 2,634 properly completed survey returns for a return rate of 22.6 percent (a healthy jump from 17.8 percent last year and the previous year's 10.3 percent). Readers supplied 37,036 evaluations of FBOs worldwide and added 271 write-in FBOs that were not on the survey ballot form. The average number of FBOs rated per respondent was 15.

This year, **AIN** expanded the number of FBOs on the ballot to 1,404 facilities and service providers. This was done to add FBOs that are seeing increased traffic from **AIN** readers, based on previous years' write-ins, and also to add rest-of-world facilities because more **AIN** readers are traveling internationally. This handy removable insert includes the Americas FBOs (North, Central and South America, and the Caribbean); the rest-of-world results will appear in next month's issue.

Of the 1,404 FBOs on the ballot, only U.S. FBOs that received at least 40 evaluations from survey participants are listed in the final results for the Americas survey. These results include 235 U.S. FBOs, 12 in South America, Central America and the Caribbean, five in Mexico and 11 in Canada. The non-U.S. FBOs in these results had to receive at least 25 evaluations for inclusion. —M.T.